



CITY OF ATLANTA

SHIRLEY FRANKLIN
MAYOR

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TEL (404) 330-6100

02-C -1622

September 13, 2002

President Cathy Woolard and
Members of Atlanta City Council
City Hall, Suite 2900 South
68 Mitchell Street SW
Atlanta, Georgia 30335

RE: Reappointment to Keep Atlanta Beautiful Board

Dear President Woolard and Members of the Council:

It is a pleasure for me to reappoint **Lisa P. Haygood** to serve as a member of the **Keep Atlanta Beautiful Board** of the City of Atlanta. This reappointment is for a **term of two (2) years**, scheduled to begin on the date of Council confirmation.

I am confident that Ms. Haygood will serve the Keep Atlanta Beautiful Board with distinction. A resume is attached for your perusal.

Sincerely,

A handwritten signature in cursive script that reads "Shirley Franklin".

Shirley Franklin

LISA PATRICE HAYGOOD

599 TERRY STREET, SE
ATLANTA, GEORGIA 30312
404.522.7513

LHAYGOOD@US.IBM.COM

PROFESSIONAL EXPERIENCE

International Business Machines, Atlanta, Georgia

SE Regional Project Support Office - Project Manager, ITS Group May 2002 - Present

Single point of contact for IBM Sales Principals and Support Groups for project coordination.

Responsible for managing several projects as they relate to equipment rollouts and procurement of IBM and OEM equipment.

Duties include management reporting, cost analysis and budget containment.

NASCO Account - Business Analyst Team Lead, Project Support Office October 2000 - May 2002

Responsible for Contract Management duties in support of Senior Project Executive on Strategic Outsourced Healthcare Account.

Duties performed include Audit and Business Controls, Contract Change and Deliverables Management.

Interaction with IBM & Customer Executive Teams as necessary in day-to-day Project Office operations.

GE Capital Account - Business Analyst, Project Support Office March 2000 - October 2000

Responsible for Project Administrator duties in support of PE & Project Managers on high impact GE project.

Business Analyst duties performed as necessary including issue documentation & tracking.

GE Capital Account - Automated Production Control (APC) Support September 1998 - March 2000

Responsible for analyzing customer tickets, responding and resolving in a timely manner utilizing change and problem management.

Worked with end user GE Customers that included technical & business minded individuals in gaining closure to problems.

Provided 24-7 technical support as needed. Also responsible for application upgrades and Y2K testing.

Prudential Group Issue System (GIS) Project October 1997 - September 1998

Responsible for analyzing customer data and supplying appropriate SQL to resolve data issues.

Worked with customer's billing system, VSAM files and DB2 data for problem analysis.

Business Information Directory (BID) Project June 1995 - September 1997

Responsible for mainframe programming support and maintenance of an IBM Information Warehouse Application.

Application managed IBM meta data and was used by business analysts, workstation business applications and other end-users

Provided C, DB2, SQL, REXX and JCL skills for enhancements and maintenance as project team requires.

Developed a system in test environment to mimic the production environment of the application.

Utilized CPMA, Lotus Notes, VM, VMS and TSO as necessary for daily programming and communication tasks.

EDUCATION

CLARK ATLANTA UNIVERSITY, M.S., Computer Information Systems, May 1995 GPA: Cumulative 3.90

CLARK ATLANTA UNIVERSITY, B.S. Computer Science, May 1990 GPA: Cumulative 3.24/Major 3.8

CURRENT VOLUNTEER ACTIVITIES

Coordinator, Atlanta Public Schools Adopt-A-Student Program, South Atlanta High School, Responsible for working with school counselors and volunteer business mentors in coordinating activities for 11th grade students at South Atlanta. Monthly workshops, mentoring and group activities are arranged for the group along with volunteer opportunities,

President, South Atlanta Civic League. Working toward general improvement in community life. Conduct meetings & provide communications to neighborhood residents, Also work as necessary with Nonprofit Foundations & other City or Agency Officials.

Chair, Atlanta Black Network of IBM Employees Diversity Group. Responsible for overall execution of program. Spearhead/assist with coordination of activities that involve IBM Employees, Managers and Senior Level Executives as necessary.

Board Chair, Keep Atlanta Beautiful, City of Atlanta, Office of the Mayor. Spokesperson, Board Meeting Facilitation & Business Relations. Responsible for communication, coordination & planning for Annual Volunteer Event with Corporate Sponsors and volunteers.

REFERENCES

Provided under separate cover